



Probation Service Definition

ADMINISTRATIVE OFFICE OF PROBATION

Service Name	Tracker <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Juvenile
Category	Non-Treatment
Setting	Community-based
Facility License	Licensure is not required for this service
Service Description	Tracker services are community-based and aid the probation officer in case management functions. Tracker services provide one-on-one support to youth under the supervision of Probation through the development of a mentoring relationship with a positive role model (Tracker) whose roles is skill building to support risk reduction and enhance the youth's success in the community. Tracker services provide for face-to-face contacts in addition to contact with the probation officer, parent(s)/guardian, and other collateral contacts such as school officials, therapists, etc.
Service Expectations	Tracker services are to be facilitated by providers who were selected through the Request for Qualification (RFQ) process. Please refer to the RFQ for additional service expectations.
Service Frequency	<p>As outlined in the Request For Qualifications (RFQ), there are two levels of tracking services. High Intensity Trackers Dosage should include:</p> <ul style="list-style-type: none"> • 4-5 face to face contacts with youth per week. • 1 face to face contact with parent/guardian per week. • 1 collateral contact per week. • Computer checks/call-In checks to schools for attendance and grades. • Meet with probation officer face-to-face once per week. <p>Low/Mid Intensity Trackers dosage should include:</p> <ul style="list-style-type: none"> • 3-4 face-to-face contacts with the youth per week. • 1 face-to-face contact with parent/guardian per week. • 1 collateral contact per week. • Computer checks/call-in check to schools for attendance and grades. • Bi-weekly contact with probation officer, can be completed via phone, email or in person.
Length of Stay	Service will be authorized for up to 30 days.
Staffing	Tracker must be associated with the selected RFQ provider.



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Staff to Client Ratio	High Intensity Tracker no more than 30 youth per tracker. Low/Mid Intensity Tracker no more than 50 youth per tracker. It is Probation's expectation that there will be one assigned continuous tracker per youth.
Hours of Operation	365 days per year, 24 hours per day.
Service Desired Outcomes	Outcomes for this service should include but not be limited to the youth remaining within the community setting, reduction in high risk areas, transition down in services and through increased skills, able to achieve goals that allow youth to remain in the community through risk reduction, transition down in services and successful completion of CAM services.
Unit and Rate	Identify unit of service is required to be eligible for payment for service. Identify rate will be paid via voucher for the designated unit of service.

[Click to direct to Service Interpretive Guideline]

